

Dr Saira Zaman

Inspection report

Chandler House
Worsley Mesnes Health Centre, Poolstock Lane
Wigan
Greater Manchester
WN3 5HL
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This report describes our judgement of the quality of care at this service. It is based on a combination of what we found when we inspected, information from our ongoing monitoring of data about services and information given to us from the provider, patients, the public and other organisations.

Ratings

Overall rating for this location

Outstanding



Are services safe?

Good



Are services effective?

Good



Are services caring?

Outstanding



Are services responsive?

Good



Are services well-led?

Outstanding



Overall summary

We carried out a focused inspection at Dr Saira Zaman on 4 December 2019. The announced inspection was part of our inspection programme. Following a Care Quality Commission annual regulatory review to check for changes in quality we inspected the key questions effective, caring and well led. We used information from our previous inspection findings for the key questions safe and responsive. The practice was previously inspected on 26 January 2016 and was rated good overall.

We based our judgement of the quality of care at this service on a combination of:

- What we found when we inspected,
- information from our ongoing monitoring of data about services
- and information from the provider, patients, the public and other organisations

We have rated this practice as outstanding overall

We found that:

- The practice provided care in a way that kept patients safe and protected them from avoidable harm.
- Patients received effective care and treatment that met their needs.
- Staff dealt with patients with kindness and respect and involved them in decisions about their care.
- The practice organised and delivered services to meet patients' needs. Patients could access care and treatment in a timely way.
- The way the practice was led and managed promoted the delivery of high-quality, person-centre care.
- Details of our findings and the evidence supporting our ratings are set out in the evidence tables.

We rated the practice as **good** for providing effective services and **good** for the population groups because:

- The practice routinely reviewed the effectiveness and appropriateness of the care it provided.
- It ensured that care and treatment was delivered according to evidence-based guidelines.
- The practice understood the needs of its population and tailored services in response to those needs.

We rated the practice as **outstanding** for providing caring services because:

- The practice adopted a holistic approach to caring by addressing all the needs of the patient, including their

physical, mental, and emotional health, while taking social factors into consideration. The practice had worked with patients who were socially isolated, and also provided good support for carers. The practice had identified over 5% of the patient population as carers.

- Feedback from patients was consistently positive. There were 41 CQC comment cards completed and all had very positive comments about how caring the staff were and they were always treated with dignity and respect.
- The results from the National Patient Survey were consistently high and the practice results were the best in the CCG footprint and were higher than the national averages.
- There was a strong person-centred culture.
- Staff treated patients with kindness and respect and involved them in decisions about their care.
- Patients were truly respected and valued as individuals and were empowered as partners in their care, practically and emotionally, by an exceptional and distinctive service.
- There were many illustrations of the practice team "going the extra mile" to help the more vulnerable patients. For example, providing patients with complex medical needs with emotional support and facilitating them to attend appropriate services or providing care and treatment at home subject to the care and needs of the patient.

We rated the practice as **outstanding** for providing well-led services because:

- The practice management team were inspirational, progressive, cohesive and innovative with a mature approach and clear purpose. The practice management team were truly compassionate and caring. Quality and integrity were at the heart of what they did resulting in an exceptional caring culture within a strong practice.
- The practice demonstrated strong clinical and administrative leadership and worked on a "whole team" approach. They shared their outstanding initiatives and practices with other local practices and across the CCG footprint.
- There were many opportunities provided for staff for personal and professional development, and staff had protected time for this. The practice valued their staff and provided professional and personal support for them which created a positive working environment.
- Leaders at the practice had an inspiring shared purpose that motivated staff to succeed.

Overall summary

- There were high levels of staff satisfaction and spoke with pride about the culture and constructive engagement.
- The leadership, governance and culture were used to drive and improve the delivery of high-quality person-centred care.
- There was strong collaboration across all staff and a common focus on engaging with patients and other services to improve quality of care and the patient experience. The practice routinely involved staff and patients to gather views and facilitate improvement.
- The practice embraced social prescribing for the community to ensure patients received timely

intervention when they needed it most, signposted them to services that could help them and ensured support was offered locally so the patient population could easily attend appointments.

Details of our findings and the evidence supporting our ratings are set out in the evidence tables.

Dr Rosie Benneyworth BM BS BMedSci MRCGP

Chief Inspector of Primary Medical Services and Integrated Care

Population group ratings

Older people	Good	
People with long-term conditions	Good	
Families, children and young people	Good	
Working age people (including those recently retired and students)	Good	
People whose circumstances may make them vulnerable	Good	
People experiencing poor mental health (including people with dementia)	Good	

Our inspection team

Our inspection team was led by a CQC lead inspector. The team included a GP specialist advisor.

Background to Dr Saira Zaman

Dr Saira Zaman is the registered provider and provides primary care services to its registered list of 4179 patients. The practice delivers commissioned services under the General Medical Services (GMS) contract and is a member of NHS Wigan Borough Clinical Commissioning Group (CCG).

The GMS contract is the contract between general practices and NHS England for delivering primary care services to local communities. The practice is registered with the Care Quality Commission (CQC) to provide the regulated activities of diagnostic and screening procedures; surgical procedures; maternity and midwifery services, and treatment of disease, disorder and injury.

Regulated activities are delivered to the patient population from the following address:

Chandler House

Worsley Mesnes Health Centre

Poolstock Lane

Wigan

Greater Manchester

WN3 5HL

The practice has a website that contains information about what they do to support their patient population and the in house and online services offered:

There are five GPs (two female and three male), two advanced nurse practitioners, a practice nurse, and two healthcare assistants. There is also a practice manager and supporting administration staff. The practice is an accredited training practice.

The average life expectancy and age profile of the practice population is broadly in line with the CCG and national averages. Information taken from Public Health England placed the area in which the practice is located in the fifth least deprived decile (from a possible range of between 1 and 10). In general, people living in more deprived areas tend to have greater need for health services. There are a higher proportion of patients above 65 years of age (21.1%) than the practice average across England (16.7%). There are a high proportion of patients registered who are from a socially deprived background.

Patients requiring a GP outside of normal working hours are advised to contact the surgery and they will be directed to the local out of hours service which is provided through NHS 111. Additionally, patients can access GP services in the evening and on Saturdays and Sundays through the Wigan GP access alliance at locations across Wigan Borough.